



2017 Protection Service Ratings

Provider	2017 Satisfaction score	2017 Service Rating	2015 Satisfaction score	2015 Service Rating
Aegon	73%	Gold	55%	Bronze
Old Mutual Wealth	70%	Gold	56%	Silver
Scottish Widows	69%	Gold		Not rated
The Exeter	68%	Gold	54%	Bronze
Royal London	67%	Silver		Not rated
Shepherds Friendly	67%	Silver		Not rated
VitalityLife	67%	Silver	60%	Gold
LV=	66%	Silver	57%	Silver
British Friendly Society	65%	Silver		Not rated
Zurich Assurance	65%	Silver	60%	Gold
AIG Life	64%	Silver	57%	Silver
Cirencester Friendly	64%	Silver		Not rated
Friends Life	62%	Bronze	57%	Silver
Legal & General	62%	Bronze	61%	Gold
Aviva	61%	Bronze	55%	Bronze

Please note:

Providers not listed above were either not rated because the feedback on their service did not meet the minimum required or we received an insufficient number of responses for the provider.